


Risk Assessment

Title: General Museum		Assessment Ref: FN-VS-RISK-0001-16
<p>Activity: Visiting the museum during advertised daytime opening hours</p> <p>Ratio of 1 adult to 10 children required for visiting groups</p> <p>Children aged 16 or under must be accompanied by an adult at all times.</p> <p>Signage at the entrance to the site advises visitors of the uneven nature of the site:</p> <p>"Fort Nelson is a scheduled ancient monument and contains areas of uneven ground. Please take extra care in poor weather and wear sensible footwear."</p> <p>"Please follow marked walkways around the site and on the ramparts – there are sudden drops and steep stones."</p> <p>"Do not climb on the grass slopes – the ground may contain sharp stones."</p> <p>For the purposes of this risk assessment the term staff covers both staff and volunteers</p>		
Location: External and internal site and museum, Fort Nelson		Date Originally Compiled: 17/03/16
Original Author: Lindsay Shepherd (Operations Manager)		Supported by: Nigel Hosier (Head of Operations FN)
Approved by (Manager of dept.): 		Date: 16/05/25
Reviews:		
Review By	Date	Amendments Made
Lindsay Shepherd	05/07/17	Moved assessment onto new form, reviewed and clarified control measures on selected hazards

Lindsay Shepherd	09/04/18	Hazards and control measures updated for revised facilities onsite during Poppies: Wave
Lindsay Shepherd	06/04/19	Hazards and control measures reviewed, references to Poppies Wave event removed
Sam Jinks	19/07/19	Grammatical changes
Lindsay Shepherd	16/04/20	Hazards and control measures reviewed and updated
Lindsay Shepherd	21/07/21	Hazards and control measures reviewed and updated. Covid hazards and controls updated
Lindsay Shepherd	07/03/22	Hazards and control measures reviewed, reference to daily programme removed, hazards split between external and internal areas
Lindsay Shepherd	11/01/23	Hazards and control measures reviewed and updated, exposure to respiratory infections hazards and controls updated. Icy weather hazards and control added
Lindsay Shepherd	24/05/24	Hazards and control measures reviewed and updated, internal steps and ramps added
Lindsay Shepherd	17/04/25	Hazards and control measures reviewed and updated, contact with exhibits, external added, locations of hand sanitiser updated
Lindsay Shepherd	12/05/25	Review of specific hazards required, additional control measures added to those hazards

This Risk Assessment has been completed in accordance with **"The Management of Health & Safety at Work Regulations 1999"** and the **"Health & Safety at Work Etc Act 1974"**, to the best knowledge and understanding of the assessors.

[Frequency x Severity = Risk](#)

F x S = R

1 = Very unlikely

2 = Unlikely

HS-RA-Form-004-00

1 = No Injury

2 = Minor Injury

Reviewed 12.02.25 Cath Shaw

1-3 = Low

4-6 = Medium

3 = Likely 3 = Major Injury 7-9 = High
 4 = Very Likely 4 = Fatality / Multiple 10-16 = Very High

Minor injury	Major injury
Treatment usually requiring first aid only	Treatment requiring further medical assistance
Cuts / grazes	Fractures
Bruising	Illness
Bumps	Muscle strains / tears

Hazards to consider

Plant and Equipment Hazards	Materials and Substance Hazards	General Workplace Hazards	Environmental Hazards	Work Method Hazards	Misc Hazards
Trapping	Combustion	Access	Lighting	Manual Handling	Non Employees
Impact	Flammability	Work at Height	Temperature	Repetition	New Employees
Contact	Oxidiser	Obstruction	Ventilation	Posture	Organisation
Entanglement	Explosion	Confined Space	Weather	Housekeeping	Situations
Ejection	Reactive	Stacking & Storage	Biological (insects/waste etc)		Vehicles
Electrical	Corrosive	Slips & Trips			
Pressure	Irritant				
Potential Energy	Sensitizer				
Stability	Carcinogen				
Overload	Toxic/Harmful				
Radiation	Biological				
Noise	Asphyxiates				
Vibration	Dust				
Thermal					

Please be aware that these lists are not exhaustive

Hazard	Whom	Risk	F	S	R	Control Measures	F	S	R
External Areas									
Traffic movements within visitor centre car park coaches, cars, contractor/delivery vehicles	Staff Visitors	Road traffic accident	2	4	8	Accessible spaces indicated on hardstanding car park Drop kerb at edge of car park to allow accessible entry on to path at front of visitor centre Pedestrian pathway across hardstanding car park kept clear and without obstruction	1	4	4
Vehicle movement on parade ground	Staff Visitors	Cuts Bumps Bruises Run over	2	3	6	Controlled entry to parade ground 5mph speed signs on display, driver of vehicle informed of this at point of access All movement of vehicles taking place whilst the museum is open is approved in advance by the Duty Manager Duty Manager informed of vehicle access to and exit from site Staff to act as a marshal wearing a high vis vest and will accompany the vehicle to cross the parade Vehicle movement for events is risk assessed separately	1	3	3
Outdoors area, low temperature in winter, high temperature in summer	Staff Visitors	Cold Chills Sunburn Heatstroke Dehydration	3	3	9	Website shows outdoor areas as part of the visitor attraction Kiosk (seasonal) operational for visitors to purchase refreshments Onsite café open all year round for visitors to purchase refreshments Regular breaks for staff in hot and cold conditions with suitable clothing provided for time of year and staff able to get hot / cold drinks Outdoor working risk assessment in place for staff	1	3	3
Contact – stones and flint in grass ramparts and banks	Visitors	Cuts Bruising	4	2	8	Signage placed at entry and around site to warn of hazard, all visitors are required to observe warning signage Rope barriers in place on parade ground to guide visitors to the appropriate pathways for use to access the ramparts/viewing areas Site patrolled as part of museum assistants museum duties, staff to report any concerns to the Duty Manager	2	2	2

Access to non-public areas, roof of mortar battery, expense magazines, ammo hoist, ramparts	Staff Visitors	Bruising Cuts Fracture Fall from height	2	4	8	Signage and fencing around site to warn visitors and restrict access to non-public areas Site patrolled as part of museum assistants museum duties, staff to report any concerns to the Duty Manager Staff aware of risks and do not enter the area unless further assessment made	1	4	4
Low lighting levels in tunnel, North Caponier, North Mortar battery Lack of natural light as well as artificial light.	Staff Visitors	Cuts Bruising Trips Falls Fracture	3	3	9	Main tunnel has emergency lighting which is checked annually by external contractor as instructed by site landlords Monthly area checks completed in area with any defects and or hazards reported to the Duty Manager for action In the event of a lighting or power failure the tunnel will be cleared and closed by the Duty Manager Museum assistants carry torches to assist in the event of an evacuation	1	3	3
Ground surfaces around the fort and inside the tunnel	Staff Visitors	Slips Trips Falls	3	2	6	Signage at entry to site to warn of uneven ground and nature of the site Monthly area checks completed in area with any defects and or hazards reported to the Duty Manager for action School groups given briefing on required behaviour on arrival	2	2	4
External walkways and ground surfaces slippery during wet & icy weather	Staff Visitors	Slips Falls Cuts Bruising Fracture	3	3	9	De-icing procedure is in place for icy weather, pedestrian areas are gritted by visitor services and checked for condition prior to opening to visitors Temporary signage - Floor slippery due to weather condition signage available to advise of the hazard Site inspections completed monthly by facilities team, faults reported and rectified	2	3	6
Contact – Visitors climbing on exhibits	Children Visitors	Bruising Cuts Fracture Falls from height	3	4	12	Barriers in place around identified objects on parade ground Children aged 16 or under must be accompanied by an adult at all times Site patrolled as part of museum assistants museum duties, staff to report any concerns to the Duty Manager	2	4	8
Internal Areas									
Automatic glass entry/exit doors (Geze doors) to	Children Vulnerable Adults	Trapping fingers as door slides back into opening	3	2	6	Signage (Automatic doors and Keep Clear) in place on doors installed by contractor in line with manufacturers requirements	2	2	4

visitor centre and voice of the guns									
Contact – Glass doors and full length windows in gallery	Children Staff Visitors	Bruises	3	2	6	Visual markers stuck on all appropriate doors and windows between 850mm-1000mm from floor level and 1400mm-1600mm above floor level in compliance with building regulations approved document part K	1	2	2
Changes in levels and surfaces around site – internal stairs and ramps	Staff Visitors	Slips Falls Cuts Bruising Fracture	3	3	9	Site inspections completed monthly by facilities team, faults reported and rectified Monthly condition checks for ramps completed by facilities team Hazard awareness signage in place for ramp All spills to be reported and cleaned up immediately	2	3	6
Café – food & drinks	Staff Visitors	Slips due to spillages Collision whilst carrying hot food/liquids	3	2	6	Spillages cleaned up immediately by staff Children aged 16 or under must be accompanied by an adult at all times School groups given briefing on required behaviour on arrival	2	2	4
Toilets – wet floors/surfaces	Staff Visitors	Slips Trips Falls Bruises Cuts Fractures	3	3	9	Routine cleaning completed before museum opening hours Children aged 16 or under must be accompanied by an adult at all times All spills to be reported and cleaned up immediately Visitor centre toilet taps are fitted with a timed flow to prevent overflow Access to toilets will be closed in the event of a water leak/flood, by the Duty Manager and the fault will be reported for repair on the facilities helpdesk Toilets checked regularly during opening hours by cleaners/staff	2	3	6
Small items in the shop	Children	Swallowing small parts	2	3	6	Schools to supervise groups whilst in the shop Children aged 16 or under must be accompanied by an adult at all times Staff monitor activity in Shop	1	3	3
Behaviour likely to cause harm to oneself, another, the fabric of the building or collection	Children Staff Visitors	Trips Falls Bruises	3	2	6	Children aged 16 or under must be accompanied by an adult at all times School groups are issued site safety information when booking and a verbal briefing on required behaviour on arrival Museum Assistants monitor behaviour of visitors on site	2	2	4

Contact – collection items on site there is space to move between collection items, items are not all behind barriers	Staff Visitors	Cuts Bumps Bruises	3	2	6	Location/position of collection items agreed between operations and collections staff Monthly area checks completed in area with any defects and or hazards reported to Duty Manager for action Site patrolled as part of museum assistants museum duties, staff to report any concerns to the Duty Manager with area closed/access restricted if unsafe	2	2	4
Contact – Visitors climbing on or playing with exhibits	Children Visitors	Cuts Bumps Bruises Trapping Fractures Falls from height	3	4	12	Signage requesting 'Do not climb or sit on the guns' in place Open ends of identified collection items filled in with acrylic panel Wheels on collection items secured by brake or by blocks/chocks to prevent movement Barriers restrict access to collection items with identified hazards Collection items have been checked and made safe prior to going in the gallery, potential concerns can be raised by staff to report any required maintenance or additional safety precautions	2	4	8
Lift – malfunction or misuse	Staff Visitors	Panic situation Bruises Cuts Crush Falls	3	3	9	Instruction on use inside the lift Lift fitted with interlocking doors to prevent door being opened when lift is at other floor Lift maintained and safety checked at 6 month intervals via contractors instructed by Hampshire County Council Lift safety checked on an annual basis by an independent insurer Alarm button inside lift to raise awareness with audible alarm which sounds in gallery School groups supervised by teachers whilst on site	2	3	6
Contact – items dropped from upper walkways	Staff Visitors	Cuts Bruises	2	2	4	School groups supervised by teachers whilst on site Children aged 16 or under must be accompanied by an adult at all times Museum assistants patrol areas on regular basis	1	2	2
Floor surfaces throughout the visitor centre and museum	Staff Visitors	Slips Trips Falls Bruises Cuts	2	3	6	Routine cleaning completed before museum opening hours Door mats in place inside galleries from external areas and in between automatic doors to reduce transfer of rain/wet from shoes	1	3	3

		Fractures				Spillages reported will be cleaned up immediately by staff, and access restricted with barriers or area closed if floors are wet Contractors are booked in via the site facilities team work areas will be restricted with barriers or areas closed if access required to under floor spaces Monthly area checks completed in area with any defects and or hazards reported to the Duty Manager for action			
Clearing and locking site	Staff Visitors	Panic situation	2	2	4	Procedure in place to check and clear site of visitors, prior to locking at the end of the museum opening hours Staff trained in opening and closing procedure	1	2	2
Exposure to respiratory infections such as COVID-19, Flu	Staff Visitors	Risk of respiratory infections spreading within the museum	3	2	6	Handwashing and drying facilities are available in visitor and staff toilet areas, these are kept stocked, maintained and are adequate for staff and public numbers Hand sanitiser located in toilets, galleries and staff areas Cleaning schedules in place across the whole site, cleaning is completed by contractor cleaners Staff check areas throughout the day and will report to the duty manager if additional cleaning is required	2	2	4
Gun firings						Separate risk assessments completed for all firings			
Fire						Separate risk assessment in place			
Education sessions						Separate risk assessments for all sessions in place			
Events & activities						Separate risk assessments completed for all events and activities			
Contractor work						Separate risk assessments apply for each activity			
Venue hire functions						Separate risk assessments in place			